

REGISTRATION



BOOKLET

YOU CAN NOW REGISTER ON LINE!

**Are you ready
to set forth on
a new adventure?**



Tuesday, May 22, 2001

- 8:00 a.m. - 5:00 p.m. Golf Tournament sponsored by National Con-Serv, Inc. (NCSI)
- 2:00 p.m. - 5:00 p.m. Conference Registration
- 2:00 p.m. - 5:00 p.m. Pre-Conference Meetings
- 3:00 p.m. - 5:00 p.m. Exhibit Hall Set-up
- 6:00 p.m. - 8:00 p.m. Conference Kick-Off Reception sponsored by Pilot Catastrophe Services, Inc.

Wednesday, May 23, 2001

- 7:00 a.m. - 8:30 a.m. Breakfast Buffet sponsored by National Con-Serv, Inc. (NCSI)
- 7:00 a.m. - 8:30 a.m. Exhibit Hall Open
- 7:00 a.m. - 5:00 p.m. Conference Registration
- 8:30 a.m. - 10:00 a.m. Opening General Session
- 10:15 a.m. - 11:30 a.m. Workshops
- 11:30 a.m. - 1:30 p.m. Exhibit Hall Open/Lunch (On Your Own)
- 1:30 p.m. - 2:45 p.m. Workshops
- 3:00 p.m. - 4:15 p.m. Workshops
- 4:15 p.m. - 5:30 p.m. Exhibit Hall Open

Thursday, May 24, 2001

7:00 a.m. - 8:00 a.m.	5K Run & 1-Mile Fun Walk sponsored by National Lenders Insurance Council (NLIC)
7:00 a.m. - 8:30 a.m.	Breakfast Buffet sponsored by Electronic Data Systems (EDS)
7:00 a.m. - 8:30 a.m.	Exhibit Hall Open
7:00 a.m. - 5:00 p.m.	Conference Registration
8:30 a.m. - 10:00 a.m.	General Session
10:15 a.m. - 11:30 a.m.	Workshops
11:30 a.m. - 1:30 p.m.	Exhibit Hall Open/Lunch (On Your Own)
1:30 p.m. - 3:30 p.m.	Exhibit Tear-down
1:30 p.m. - 2:45 p.m.	Workshops
3:00 p.m. - 4:15 p.m.	Workshops
6:00 p.m. - 7:00 p.m.	Cash Bar/Reception sponsored by Insurance Management Solutions Group (IMSG)
7:00 p.m. - 9:00 p.m.	Program Awards Dinner

Friday, May 25, 2001

7:00 a.m. - 8:30 a.m.	Continental Breakfast
7:00 a.m. - 2:00 p.m.	Conference Registration
8:30 a.m. - 10:00 a.m.	Hot Issues General Session
10:15 a.m. - 11:30 a.m.	Workshops
11:30 a.m. - 1:30 p.m.	Closing Luncheon featuring Steve Roberts co-sponsored by Lionel Henderson & Co., Inc.
2:00 p.m. - 5:00 p.m.	Post-Conference Meetings

Registration Information

How to Register

Save \$25.00 by registering early! Pre-registration cost for a single attendee is \$250.00. Registration forms and payment must be postmarked no later than Friday, April 13, 2001. Late and on-site registration fees will be \$275.00. Spouses and guests are invited to join the Thursday night Program Awards Dinner for a fee of \$40.00.

Please read the following workshop and event descriptions and complete a separate registration form for each registrant. The form may be photocopied. Return the form along with your Visa or MasterCard information (sorry, we do not accept any other credit cards), or a check made payable to the National Flood Insurance Program, for the proper registration fee(s) by Friday, April 13, 2001. Registrations postmarked after April 13 will be returned for a late fee payment.

We ask that you pre-register for workshops, meals, and events. This will assist us in making the proper arrangements to accommodate you.

Read the descriptions of the sessions and mark your selections on the registration form. Please be sure to select all workshops and events that you wish to attend.

Workshops

This year we are proud to offer suggested paths for all of our workshops. These paths are designed to assist you in selecting the appropriate workshop. The paths are as follows:

1. Risk Management/Land Use
2. Coverage
3. Marketing
4. Lender
5. Legal

The number next to the title of the workshop corresponds with the above path. The content of the workshop was organized with the path in mind. The paths are meant to give you an overall focus of the workshop, and not to restrict the attendance.

!NEW!

You can now register on-line by going to the conference website at www.fema.gov/nfip/2001conf.htm

Fees at a Glance:

Pre-Registration

(Postmarked by April 13, 2001)

Single Attendee \$250.00
Spouse/Guest
(Dinner only) \$ 40.00
Exhibitor \$500.00

Late Registration

(Postmarked after April 13, 2001)

Single Attendee \$275.00
On Site \$275.00

Refund Policy

Deadline: Friday, April 27, 2001

Full refunds will be granted for requests received in writing, by fax (301-918-1471), or e-mail (catheriner.king@fema.gov) by COB Friday, April 27, 2001. Written correspondence should be sent to: 2001 National Flood Conference, 7700 Hubble Dr., Lanham, MD 20706. Refunds will be processed after the conference.

Badge Admittance

Your on-site registration materials will include a badge to be worn at all times. It will be your admission to all sessions. Special badges will be provided for paid guests for Thursday's dinner.



Special Assistance

If you require any special assistance with housing, dietary needs, or meeting materials, please contact us by phone (301-918-1439), by TDD (301-918-1409), by fax (301-918-1471), or by email (catheriner.king@fema.gov). In accordance with the Americans with Disabilities Act, we ask that you contact us in advance about special requests to avoid any delay or inconvenience to you on site.

Hotel Accommodations

The Minneapolis Hilton, 1001 Marquette Avenue South, Minneapolis, Minnesota 55403-2440 is our host hotel for the 2001 National Flood Conference.

Located in the midst of downtown Minneapolis, the Hilton connects you by skyway to most of downtown. Rising 25 stories above the city, the Hilton is an elegant Victorian building dressed in red brick. Each of the 821 spacious guest rooms and suites provide the conveniences you're used to, from in-room movies to large work desks and voice mail. The hotel features a fully equipped health club and indoor heated swimming pool as well as a full service business center for those last minute needs. Carvers, a AAA four-diamond restaurant, features innovative American cuisine while Harmony's offers casual fare for all day dining.

The telephone number is 612-376-1000, and the fax number is 612-397-4875. You may also visit their web site at <http://www.hilton.com/hotels/MSPMHHH/index.html> for facility and service information, driving directions, and information on area attractions.

A special rate of \$148.00 single/\$158.00 double occupancy is available to conference attendees. The rates are subject to state and local taxes.

Please make your reservations directly with the hotel by calling 612-376-1000. Please request the group rate for the 2001 National Flood Conference. The deadline to confirm the conference rate is April 23, 2001. Reservations received after that date will be made on a space and rate availability basis. Check-in time is 3:00 p.m., and check-out is 12:00 noon.

Official Airline



Northwest Airlines is offering a discount on most of its already low fares for air travel to and from the 2001 National Flood Conference. You or your travel agent may call Northwest Airlines World Meetings Reservations at 1-800- 328-1111 and reference Worldfile #NY066. Reservations Sales Agents are available 7:30 a.m. - 7:30 p.m. (CT) Monday-Friday. See the enclosed certificate for more information.

Schedule of Events

Tuesday, May 22, 2001

- 8:00 a.m. - 5:00 p.m.
Pre-Conference Golf Tournament sponsored by National Con-Serv, Inc. (NCSI)
- 2:00 p.m. - 5:00 p.m.
Conference Registration
- 2:00 p.m. - 5:00 p.m.
Pre-Conference Meetings
- 3:00 p.m. - 5:00 p.m.
Exhibit Hall Set-up
- 6:00 p.m. - 8:00 p.m.
Conference Kick-Off Reception sponsored by Pilot Catastrophe Services, Inc.

Wednesday, May 23, 2001

- 7:00 a.m. - 8:30 a.m.
Breakfast Buffet sponsored by National Con-Serv, Inc. (NCSI)
- 7:00 a.m. - 8:30 a.m.
Exhibit Hall Open
- 7:00 a.m. - 5:00 p.m.
Conference Registration
- 8:30 a.m. - 10:00 a.m.
Opening General Session
Featuring David Ropeik, Director of Risk Communication, Harvard Center for Risk Analysis
- 10:00 a.m. - 10:15 a.m.
Coffee Break
- 10:15 a.m. - 11:30 a.m.
Technical/Educational Workshops (concurrent, 75-minute sessions)

1. Adjuster (1,2,5)
2. Flood 101 - The When's, What's, and How's of the NFIP (2)
This informal, interactive seminar is for the "beginner." You will get to know our nation's flood insurance company, how it works, and its purpose and importance. Flood basics will be taught, and you'll have lots of time for questions and answers. It's the perfect prep for Flood 102. Come learn, laugh, and leave with a good feeling about the NFIP!
3. Community Floodplain Management Shortcomings and Solutions (1,5)
Learn how FEMA addresses problem communities that do not enforce their floodplain management ordinances.
4. SALAEs and You, Processing Properly! (1,2,3,4)
This training is updated yearly and offers information on NFIP-related Write Your Own Company defense and Legal billing for WYO Defense Attorneys. The training is offered to claims personnel, and both in-house and outside attorneys who defend or support the defense of WYO Companies and is oriented towards informing the audience about the basics of the NFIP; the regulatory requirements for reimbursement of legal expenses; and related information. Each year we develop and produce supporting informational packets and highlight program and NFIP-related litigation changes. This activity supports a linked course offered by the FEMA OGC annually at the Conference. This year we will be updating our audience about recent changes in the procedures for reporting lawsuits, processing reimbursement requests and ensuring that regulatory requirements are met.

(continued on page 11)

Attendee Profile

The conference is held to motivate, educate, and train others on the benefits of flood insurance and the need to provide the public with dependable financial protection against flood loss in a way that minimizes the need for Federal tax dollars. Current rules, regulations, and concerns are discussed in an interactive environment. Attendees include WYO company representatives, independent insurance agents, lenders and servicers, flood zone determination companies, community officials, emergency management personnel, claims adjusters, appraisers, real estate agents, and officials from Federal, state, and local government.

Your Exhibitor Registration Includes:

1 complimentary full conference registration (valued at \$250.00)

Draped 8 ft. high back wall

Draped 3 ft. high side rails

6 ft. skirted table and two chairs

Standard 7 ft. x 44 ft. booth sign

Wastebasket

Listing in the official "Guide to Exhibitors"

Listing in the year 2002 exhibitor prospectus

Exhibit hall security guard service

Exhibitor service kit

2000 EXHIBITORS

Charter Group

SIMSOL Software

Dewberry & Davis

Stormwater Research Group

Insurance Technologies Corporation

Pilot Catastrophe Service, Inc.

LCRA

Insurance Servicing and Adjusting Company

Digital Documentation Systems (DDS)

ASU Group, Catastrophe & Temporary Services

National Con-Serv, Inc. (NCSI)

FEMA Flood Map Modernization

The National Marketing Group, Inc.

Cover America

FEMA Map Service Center

NFIP Bureau & Statistical Agent

GAB Robins

Specialized Disaster Systems Int'l, Inc.

Xactware, Inc.

National Flood Group

RAC Adjustments, Inc.

PDA Software Services, Inc.

First American Flood Data Services

SIMSOL Insurance Services, Inc.

CSC

VALCO-USA

Scene Genesis, Inc.

National Flood Research, Inc.

Trans Union Flood Compliance Services, Inc.

SCS, Inc.

National Flood Insurance Program/Telephone Response Center

Insurance Management Solutions Group

Transamerica Flood Hazard Certification

Fidelity National Flood, Inc.

Tristar Managing General Agency

GeoLogix

Castletech Systems, Inc.

Boyle International Claim Management

Flood Zone Determination/CBC Companies

Corp of Engineers

First Guaranty Companies, Inc.

CEFCO National Claims Services, Inc.

Exhibitor Prospectus

Floor Plan

The exhibit area will be located in a section of the ballroom. Space has been reserved for fifty 8'x10' booths. Booth numbers will be assigned on a first-come, first-served basis.

Set-up:

Tuesday, May 22, 2001

3:00 p.m. - 5:00 p.m.

Show:

Wednesday, May 23, 2001

7:00 a.m. - 8:30 a.m.

11:30 a.m. - 1:30 p.m.

4:15 p.m. - 5:30 p.m.

Thursday, May 24, 2001

7:00 a.m. - 8:30 a.m.

11:30 a.m. - 1:30 p.m.

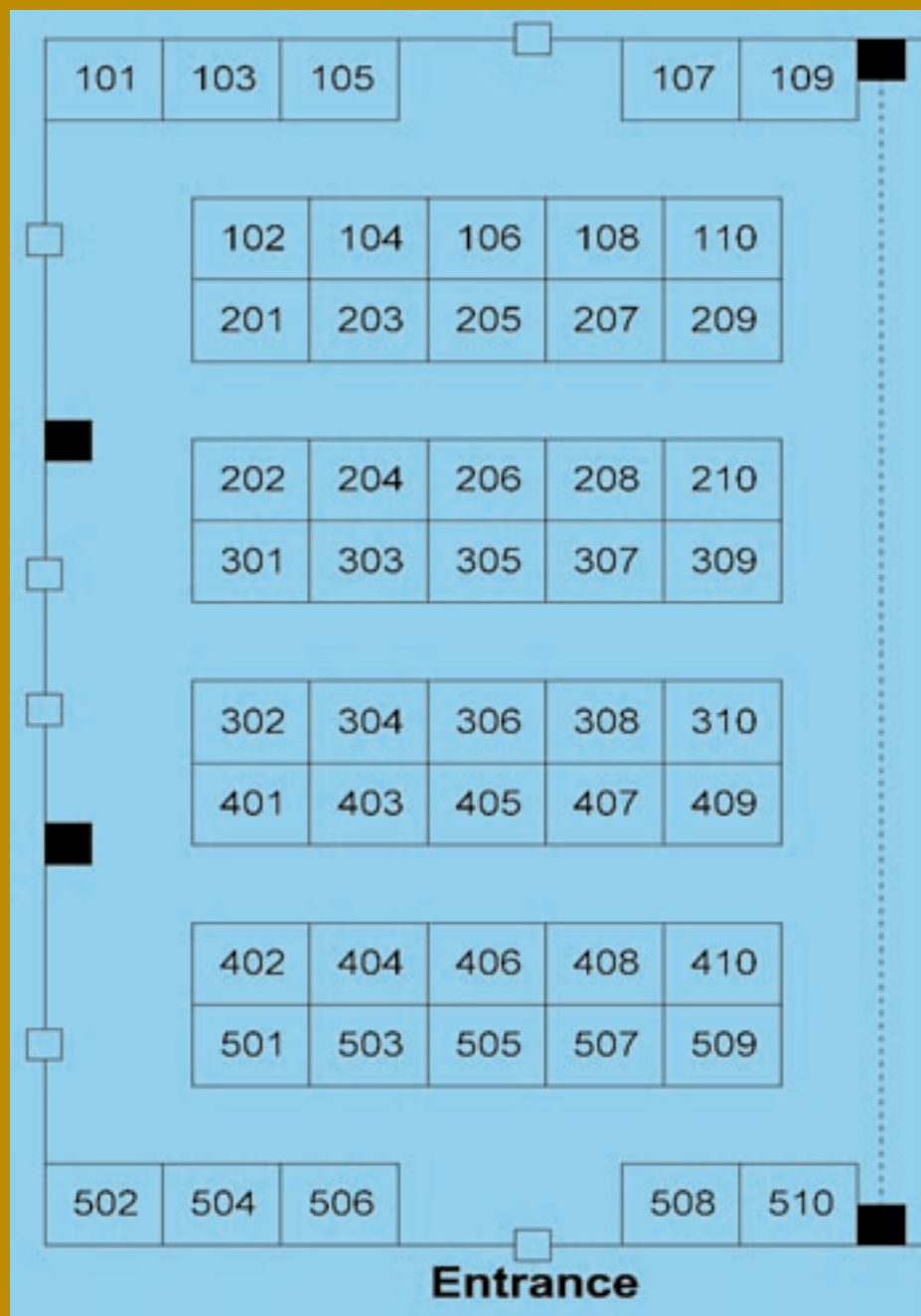
Dismantle:

Thursday, May 24, 2001

1:30 p.m. - 3:30 p.m.

Booth Assignments

Booths will be assigned on a first-come, first-served basis to paid exhibitors. We will make every effort to physically separate competitors; exhibitor cooperation in this regard is appreciated. The National Flood Insurance Program (NFIP) Bureau and Statistical Agent reserves the right to change the floor plan if, in its judgment, such change is in the best interest of the exhibition and overall needs of exhibitors. Any exhibit may be relocated at any time.



Cancellation

Full refunds will be granted for requests received in writing, by fax (301-918-1471), or by e-mail

(catheriner.king@fema.gov) by COB Friday, April 27, 2001.

Written correspondence should be sent to: 2001 National Flood Conference, 7700 Hubble

Dr., Lanham, MD 20706.

No refunds will be made after April 27. Refunds will be processed after the conference.

Booth Personnel

The cost of each 8'x10' booth entitles you to one complimentary full conference registra-

tion. One of your representatives may attend all group functions and the conference sessions. Additional company representatives are welcome at the regular conference pre-registration fee of \$250.00 per person. They will be entitled to attend all conference functions.

Exhibitor Directory

Vendor contact information and a brief description of each exhibitor's service/product will be listed in the Exhibitors Guide, if the information is submitted by Friday, April 13, 2001.

Service Contractor

Service kits will be sent to exhibitors from Freeman Decorating Company upon the NFIP Bureau's receipt of exhibitor's completed application for space, registration form, and full payment. Service kits will include all necessary forms for shipping, ordering booth furnishings, display labor, signs, rental exhibits, and electrical, telephone, audiovisual, and computer equipment.

Shipping

The Minneapolis Hilton is unable to store your display materials prior to your show

dates. Freeman Decorating Company must handle all exhibitor materials. This ensures a smooth set-up and dismantling of exhibits. Collect shipments will not be accepted. Shipments will be received 30 days prior to show move-in, but not before. Complete information and rates will be included in the exhibitor service kit.

Security

During non-posted hours, a security guard will monitor the exhibits. Any other protection for your display and/or equipment will be your own responsibility. You will also be responsible for your own security during the official posted exhibition hours.

Liability

The exhibitor agrees to protect, save, and hold Computer Sciences Corporation (CSC), as the NFIP Bureau and Statistical Agent, harmless for any damages or charges imposed for the violations of any law ordinance, whether occasioned by the negligence of the exhibitor or those holding under the exhibitor, as well as to strictly comply with applicable terms and conditions in the agreement with CSC regarding the

exhibition premises. Exhibitor shall at all times protect, indemnify, save, and hold harmless CSC against and from any and all losses, costs (including attorney fees), damages, liability, or expense arising from or out of or by reason of any accident or bodily injury or other occurrence to any person or persons, including the exhibitor, its agents, employees, and business invitees, which arises from or out of the use of the exhibition premises or part thereof.

CSC cannot assume responsibility for the safety of property of the exhibitor, its officers, agents, or employees from theft, damage by fire, accident, or other causes, but will use all reasonable care to protect them against such loss. In all cases, exhibitors wishing to insure their property must do so at their own expense. It is especially recommended that all exhibitors have a representative in attendance at all times when the exhibits are being set up or dismantled, to protect them from loss.

Exhibitor Space Application

2001 National Flood Conference Expedition 2001...paths to the future.

May 22-25, 2001 • Minneapolis Hilton • Minneapolis, Minnesota

Deadline: Receipt by close of business Friday, April 13, 2001

Company Name: _____

(as you wish it to appear in the Exhibitors Guide)

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Phone: () _____ **Fax:** () _____

Name of Complimentary Registrant:

Nickname: _____ **First Name:** _____ **MI:** ____ **Last Name :** _____

Please note: Complimentary registrant must fill out Conference and Workshop registration form and send it along with this application to be registered for the conference.

Person Coordinating Exhibit Arrangements:

First Name: _____ **Last Name:** _____

Phone: () _____ **Fax:** () _____

E-mail Address: _____

Booth Selection: _____ 1st Choice _____ 2nd Choice _____ 3rd Choice _____ 4th Choice

Competitor(s): _____

Please furnish a short description (25 words or less) of your company for inclusion in the official Exhibitors Guide. Should your description exceed 25 words, we reserve the right to edit without contacting the company for further review. Deadline for inclusion in the Exhibitors Guide is April 13, 2001.

Description: _____

Exhibit Fee: \$500 for each 8'x10' booth space. Includes one complimentary full conference registration. Please complete the conference and workshop registration form and return with exhibitor application. Full payment must accompany the application form in order to obtain a confirmed booth assignment.

I have read and agree to the contract provisions as set forth and published in this document:

Signature: _____ **Date:** _____

Method of payment: See conference registration form.

Please sign and return this form with payment or credit card information and Conference Registration Forms to:
2001 National Flood Conference • 7700 Hubble Drive • Lanham, MD 20706 or fax to 301-918-1471.

5. When the Sky Really MIGHT Fall, Why Don't People Seem to Care? (1,2,3,4)

This workshop will be a continuation of the topic of the understanding of risk perception and how it bears on public attitudes towards floods, and flood insurance.

Changed policy language that may result in a need to review an insured's current coverage will be discussed.

11:30 a.m. - 1:30 p.m.

Exhibit Hall Open/Lunch (On Your Own)

2:45 p.m. - 3:00 p.m.

Coffee Break

1:30 p.m. -2:45 p.m.

Technical/Educational Workshops (concurrent, 75-minute sessions)

3:00 p.m. - 4:15 p.m.

Technical/Educational Workshops (concurrent, 75-minute sessions)

6. Adjuster (1,2,5)

11. Adjuster (1,2,5)

7. Love Them or Lose Them: Customer Retention in Action! Part 1 (3)

How to "Wow!" customers and keep them for life because they are too expensive to keep replacing. Discuss how to attract, retain and win back your customers. Identify simple approaches to increasing customer satisfaction, loyalty, retention--and thereby profitability

12. Love Them or Lose Them: Customer Retention in Action! Part 2 (3)

This is a continuation of workshop #7.

8. Flood 102 (2)

You will discover why flood insurance coverage is a requirement under certain mortgage situations; find out about the benefits of flood insurance verses disaster assistance, and explore how the sale of flood insurance is supported at the state level.

13. Repetitive Loss (1,2)

14. Underwriting Issues (1,2)

Take advantage of a great opportunity to interact with technical experts who will discuss the latest changes to the NFIP rules and regulations. This workshop will address issues such as Single Building Rule, Additions and Extensions, SFIP Reformation Provisions, Waiting Period and Cancellation Rules.

9. Community/CRS (1)

15. Lender Compliance (4,5)

View the basics of property insurance including both flood and homeowner's insurance from a lender's standpoint, through a special, interactive program designed to test you through hypothetical situations and questions. Answer questions about Property Interests, What Lenders Do with Property Insurance, What Investors Have to Say about Property Insurance, State Laws vs. Federal Laws Regulating Insurance, and Lender Compliance vs. Safety and Soundness.

10. A Review of the New Flood Insurance Policy (2,4,5)

This workshop will review the flood insurance policy effective 12-31-00. New policy definitions and language will be reviewed with special emphasis on enhanced or reduced coverage.

4:15 p.m. - 5:30 p.m.

Exhibit Hall Open

Schedule of Events

Thursday, May 24, 2001

7:00 a.m.- 8:00 a.m.

5K Run & 1-Mile Fun Walk sponsored by
National Lenders Insurance Council
(NLIC)

7:00 a.m. – 8:30 a.m.

Exhibit Hall Open

7:00 a.m. - 8:30 a.m.

Breakfast Buffet sponsored by Electronic
Data Systems (EDS)

7:00 a.m. - 5:00 p.m.

Conference Registration

8:30 a.m. - 10:00 a.m.

General Session

10:00 a.m. – 10:15 a.m.

Coffee Break

10:15 a.m. - 11:30 a.m.

Technical/Educational Workshops
(concurrent, 75-minute sessions)

16. Mock Hearing (2,5)

17. Legislation (1,5)

Discuss Federal and State Legislative process and possible NFIP legislation. Discuss FIA's Cooperative Agreement with the NCOIL Foundation to jointly promote solid floodplain management, protect public safety and reduce the cost of flooding.

18. Flood Insurance and Growth...A Path to Take Now (3,4)

What are you or your company doing today to grow your flood insurance book of business? Do you need some new paths to try to increase production? Whether you are from a WYO company or agency, this workshop will provide you with marketing and sales paths taken by companies and agents

that have helped grow their flood insurance business. Don't miss this one if you want to learn more ways to increase your flood insurance premium volume!

19. Getting Off the Beaten Path--Flood Alert Agent Web Training (3)

Explore the NFIP's mastery training series available on the Wide World Web and find out how easy it is to become a Flood Alert Agent!

20. ICC (1,2)

11:30 a.m. - 1:30 p.m.

Exhibit Hall Open/Lunch (On Your Own)

1:30 p.m. - 3:30 p.m.

Exhibit Tear-down

1:30 p.m. -2:45 p.m.

Technical/Educational Workshops
(concurrent, 75-minute sessions)

21. How You Build and Where You Build - Institute for Business & Home Safety Initiatives (1)

Wiser land use, greater attention to construction details and cheaper retrofit options are objectives of the Institute for Business & Home Safety (IBHS), an initiative of the insurance industry for natural hazards loss reduction. This workshop will cover the IBHS Fortified...for safer living program, which specifies construction, design and landscaping guidelines for homes in disaster-prone areas; the IBHS Community Land Use Evaluation survey tool to help planners incorporate natural hazards into development and redevelopment decisions; and the Showcase State for Natural Hazard Resistance & Resilience, which provides a cost-effective and systematic management approach for the public and private sectors to work together on natural hazard loss reduction.

22. Exploring the Vital Cash Trail (5)
Hear the details of how one vendor manages the critical tasks of cash deposits and disbursements. Receive an update as to the status of the FIA initiative to enhance NFIP cash flow. Receive important processing suggestions from the results of the annual NFIP audit and WYO Companies biennial audits. Hear described the systems and procedures used by a company to prepare for the successful completion of the monthly front-end NFIP Bureau and Statistical Agent's front -end balancing procedure.

23. Cover America II: What's New and What You Can Do (3)
New television ads, new direct mail packages, new co-op materials, new fulfillment kits, new web-based locator system...to hear more about these and other new developments through the Cover America II campaign as well as findings from a campaign return on investment analysis, and how you can use the new materials and information to benefit your organization, make sure to attend this workshop!

24. Legal Issues (4,5)
An update of legal issues related to the NFIP presented by attorneys actively practicing in the field, including FEMA's Office of the General Counsel

25. Technology (1,2,3)

2:45 p.m. - 3:00 p.m.
Coffee Break

3:00 p.m. - 4:15 p.m.
Technical/Educational Workshops
(concurrent, 75-minute sessions)

26. How You Build and Where You Build - Institute for Business & Home Safety Initiatives - Repeat (1)
See description for Workshop #21

27. The Profiles, Characteristics, and Motivations of Current and Potential Policyholders (3,4)
Come for insights to improve your flood insurance marketing. Through the Cover America campaigns, a great deal of research has been conducted that can you can take advantage of to refine your marketing strategies. Learn about the characteristics of people who have flood insurance; what is the profile of the best flood insurance customers, where they are and how to target them; why people do and do not buy flood insurance; and ways to help motivate people to buy flood insurance.

28. eRating - What's Next? (1,2)
This workshop will provide an update on activities related to the possible development of e-rating options for flood business and provide a forum for discussing strategies for future action

29. 2001-Expedition to Flood Zones (1,4)
What's new and what's the same for 21st century flood zones. This workshop will offer an inside look to flood determinations.

30. Commercial Properties - An Untapped Market, or a Risk Not Adequately Addressed by the General Property Policy Form? (2)
An interactive discussion on why such a small percentage of commercial properties are covered by flood insurance. Ideas to tap into this market and encourage business owners to purchase and/or maintain flood insurance.

Schedule of Events

6:00 p.m. - 7:00 p.m.

Cash Bar/Reception sponsored by IMMSG
(Insurance Management Solutions Group)

7:00 p.m. - 9:00 p.m.

Program Awards Dinner

Friday, May 25, 2001

7:00 a.m. - 8:30 a.m.

Continental Breakfast

7:00 a.m. - 2:00 p.m.

Conference Registration

8:30 a.m. - 10:00 a.m.

General Session -- Hot Issues Panel
Discussion

This is your chance to interact with industry leaders, ask questions, or pose recommendations on flood insurance topics of your choice to a panel of representatives from FIA, the Institute for Business and Home Safety, the Flood Insurance Producers National Committee, and the National Lenders' Insurance Council.

10:00 a.m. - 10:15 a.m.

Coffee Break

10:15 a.m. - 11:30 a.m.

Technical/Educational Workshops (concurrent, 75-minute sessions)

31. Coverage Town Hall (2)

Participate in a town hall meeting addressing coverage specific issues regarding the National Flood Insurance Program.

32. Marketing Town Hall (3)

In follow-up to last year's successful Roundtable discussions, we bring you

the Marketing Town Hall. A panel composed of WYO company, FIA and agency experts who have been successful in the marketing and sales of flood insurance will be your "town council". Here's your chance to ask questions, discuss ideas, share success stories, and hear what other agents and companies are doing (and not doing). This workshop is centered on what the audience wants to know and share; a perfect workshop to end the conference and to help send you down the path of marketing success!

33. Lender Town Hall Workshop (4)

Participate in a town hall meeting addressing Lender specific issues regarding the National Flood Insurance Program. Our panel of industry experts will discuss a variety of current issues and changes within the program and their impact to lenders. Audience questions will be discussed and responded to by panelist.

34. Legal Town Hall (5)

Participate in a town hall meeting addressing legal specific issues regarding the National Flood Insurance Program.

35. Risk Management/Land Use Town Hall (1)

A panel of industry experts will be on hand in this town hall setting to answer all of your risk management/land use questions.

11:30 a.m. - 1:30 p.m.

Closing Luncheon with Special Speaker
Steve Roberts sponsored by Lionel
Henderson & Co., Inc.

(SEE INSIDE BACK COVER)

2:00 p.m. - 5:00 p.m.

Post-Conference Meetings

Conference Registration

**YOU CAN NOW
REGISTER
ON LINE!**

2001 National Flood Conference Expedition 2001...paths to the future.

May 22-25, 2001 • Minneapolis Hilton • Minneapolis, Minnesota

Pre-Registration Postmark Deadline is April 13, 2001.

Please use separate form for each registrant. Form may be photocopied.

Badge/Attendance List Information

Please type or print information clearly, as you would like it to appear on your badge and the attendance list.

Last Name: _____ First Name: _____ MI: _____

Preferred Nickname: _____ E-mail Address: _____

Title: _____ Company: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: () _____ ext. _____ Fax: () _____

☐ This is my first conference. ☐ I have a flood insurance policy. ☐ I request special assistance.

Registration fees:

- ☐ Pre-registration (postmarked by April 7) \$ 250
- ☐ Exhibitor \$ 500
- ☐ Late/On-site \$ 275
- ☐ Spouse/Guest (awards dinner only) \$ 40

Total Enclosed: \$ _____

Spouse/Guest Badge information (for paid awards dinner guest)

Nickname: _____ First Name: _____

MI: _____ Last Name: _____

Make check payable to: National Flood Insurance Program

Mail to: 2001 National Flood Conference
7700 Hubble Drive • Lanham, MD 20706

Confirmation will be sent upon receipt of payment.

Questions? Call Catherine King at 301-918-1439, or send an e-mail to catheriner.king@fema.gov

Credit card payment information:

Bill My: ☐ VISA ☐ MasterCard
(Sorry, no other credit cards accepted.)

Name as it appears on card (please print)

Credit Card No.

Expiration Date _____

Amount to Be Charged \$ _____

Signature _____

Date _____

PLEASE COMPLETE THE WORKSHOP REGISTRATION ON THE BACK OF THIS FORM.

Workshop Registration

CHECK ALL EVENTS YOU WILL BE ATTENDING.
CHOOSE ONE WORKSHOP PER TIME PERIOD.

Attendee Name _____

Meals and Events (check all that you are attending)

TUESDAY, MAY 22, 2001

- ☐ Pilot Reception

WEDNESDAY, MAY 23, 2001

- ☐ NCSI Breakfast Buffet

Workshops

10:15 a.m. - 11:30 a.m.

- ☐ 1. Adjuster (1,2,5)
- ☐ 2. Flood 101 - The When's, What's, and How's of the NFIP (2)
- ☐ 3. Community Compliance 101 (1,5)
- ☐ 4. SALAEs and You, Processing Properly!
- ☐ 5. When the Sky Really MIGHT Fall, Why Don't People Seem to Care? (1,2,3,4)

1:30 p.m. - 2:45 p.m.

- ☐ 6. Adjuster (1,2,5)
- ☐ 7. Love Them or Lose Them: Customer Retention in Action! Part 1 (3)
- ☐ 8. Flood 102 (2)
- ☐ 9. Community/CRS (1)
- ☐ 10. A Review of the New Flood Insurance Policy (2,4,5)

3:00 p.m. - 4:15 p.m.

- ☐ 11. Adjuster (1,2,5)
- ☐ 12. Love Them or Lose Them: Customer Retention in Action! Part 2 (3)
- ☐ 13. Repetitive Loss (1,2)
- ☐ 14. Underwriting Issues (1,2)
- ☐ 15. Lender Compliance (4,5)

THURSDAY, MAY 24, 2001

- ☐ EDS Breakfast Buffet
☐ IMMSG Reception
☐ Program Awards Dinner

Workshops:

10:15 a.m. - 11:30 a.m.

- ☐ 16. Mock Hearing (2,5)
- ☐ 17. Legislation (1,5)
- ☐ 18. Flood Insurance and Growth...A Path to Take Now (3,4)
- ☐ 19. Getting Off the Beaten Path--Flood Alert Agent Web Training (3)
- ☐ 20. ICC (1,2)

1:30 p.m. - 2:45 p.m.

- ☐ 21. IBHS (1)
- ☐ 22. Accounting (5)
- ☐ 23. Cover America II: What's New and What You Can Do (3)
- ☐ 24. Legal Issues (4,5)
- ☐ 25. Technology (1,2,3)

3:00 p.m. - 4:15 p.m.

- ☐ 26. IBHS-Repeat (1)
- ☐ 27. The Profiles, Characteristics, and Motivations of Current and Potential Policyholders (3,4)
- ☐ 28. eRating - What's Next? (1,2)
- ☐ 29. 2001-Expedition to Flood Zones (1,4)
- ☐ 30. Underwriting/Commercial (2)

FRIDAY, MAY 25, 2001

- ☐ Continental Breakfast
☐ Closing Luncheon

Workshops

10:15 a.m. - 11:30 a.m.

- ☐ 31. Coverage Town Hall (2)
- ☐ 32. Marketing Town Hall (3)
- ☐ 33. Lender Town Hall (4)
- ☐ 34. Legal Town Hall (5)
- ☐ 35. Risk Management/Land Use Town Hall (1)

Closing Luncheon Speaker Steve Roberts

(co-sponsored by Lionel Henderson & Co., Inc.)

Steve Roberts has been a journalist for more than 35 years, covering some of the major events of his time, from the antiwar movement and student revolts of the 60s and 70s to President Reagan's historic trip to Moscow in 1987 and eight presidential election campaigns.

After graduating from Harvard magna cum laude in 1964, he joined the New York Times as research assistant to James 'Scotty' Reston, then the paper's Washington bureau chief. His 25-year career with the Times included assignments as bureau chief in Los Angeles and Athens, and as Congressional and White House correspondent. He was a senior writer at U.S. News for seven years where he is now a contributing editor.

Roberts and his wife, TV journalist Cokie Roberts, write a syndicated newspaper column anchored in the New York Daily News and are contributing writers for USA Weekend, a Sunday magazine that appears in 500 newspapers nationwide. In February of 2000 they published *From This Day Forward*, an account of their 33-year marriage, as well as other marriages in American history. It immediately hit the top 10 on the New York Times best-seller list.

